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CANCELLATION AND NO-SHOW POLICY

We require **24 hours notice** in the event of a cancellation. We also ask that when patients call in, they have an alternative appointment time in mind. This will ensure everyone receives the prescribed number of treatments per week, providing the best results.

There is a \$10 charge for cancellations without proper 24-hour notice. We will not charge you if you are ill, there is bad weather or an emergency. THIS CHARGE WILL BE BILLED DIRECTLY TO THE PATIENT AND IS NOT COVERED BY INSURANCE. WE BELIEVE THIS WILL PROVIDE THE HIGHEST LEVEL OF CARE TO EVERY PATIENT.

In the event that an appointment is rescheduled, the patient may see a therapist other than the one who normally treats them. Sterling Orthopaedic & Sports Physical Therapy, P.C. is committed to excellent patient care provided by experienced professionals. Every attempt will be made to return the patient to his/her original therapist for the next scheduled visit.